

**CITY OF PINE ISLAND
GOODHUE AND OLMSTED COUNTIES
STATE OF MINNESOTA**

RESOLUTION 12-039

**BEING A RESOLUTION IMPLEMENTING 2012 PERFORMANCE
MEASUREMENT PROGRAM**

WHEREAS, in 2010 the State Legislature created the Council on Local Results and Innovation, and the Council created a standards set of ten performance measures for Cities,

WHEREAS, on June 21, 2011, the City Council authorized adoption and implementation of such performance measures to help aid taxpayers, residents and businesses in determining the efficacy of provision of public service,

WHEREAS, the City will be eligible for reimbursement per capita in local government aid and will be exempt from levy limits,

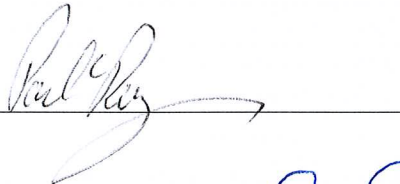
WHEREAS, the 2011 performance measures were reported to the city council on March 20, 2012 and posted to the city website at pineislandmn.com,

NOW, THEREFORE, BE IT RESOLVED by the City Council that the performance standards developed by the Council on Local Results and Innovation are hereby implemented by the City of Pine Island for the calendar year 2012. The City Council directs a survey of the residents to be conducted by the end of calendar year 2012 and those results to be presented to the City Council and residents in 2013.

Adopted this 15th day of May, 2012.

ATTEST:

Paul Perry
Mayor



Abraham G. Algadi
City Administrator



City of Pine Island Performance Report

Calendar Year 2011



Reasons for Tracking Performance

- ❖ To aid residents, taxpayers, and governing officials in determining the efficacy of providing services
- ❖ To measure residents' opinion of services



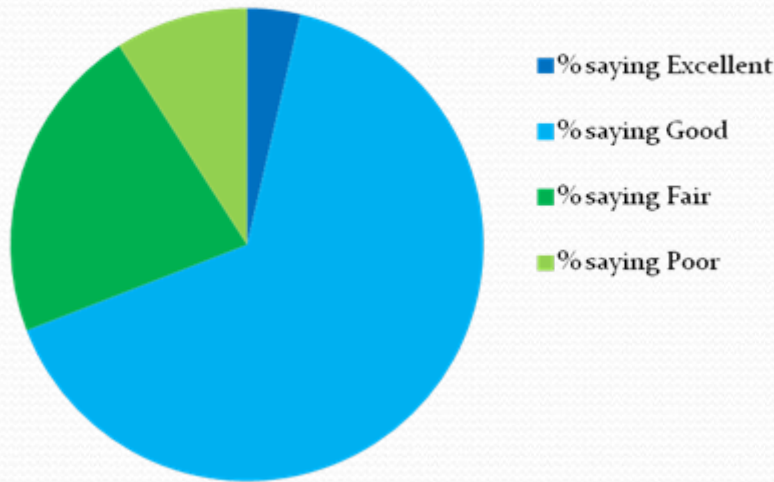
Implementing Performance Tracking

- ❖ The items measured for this report were determined by “The Council on Local Results and Innovation”. That Council was formed by the requirements of 2010 Minnesota Law Chapter 389, Article 2, Section 1 and 2.
- ❖ The Pine Island City Council implemented this performance measure with Resolution 11-028 on June 21, 2011
- ❖ The citizen survey was collected during December 2011
- ❖ Items in “quotes” on following pages are actual comments from survey respondents



General Items

Citizen Rating of Overall Appearance of City



“Entering the city from the north you see the trailer court and a delapidated old house. In addition, empty businesses.”

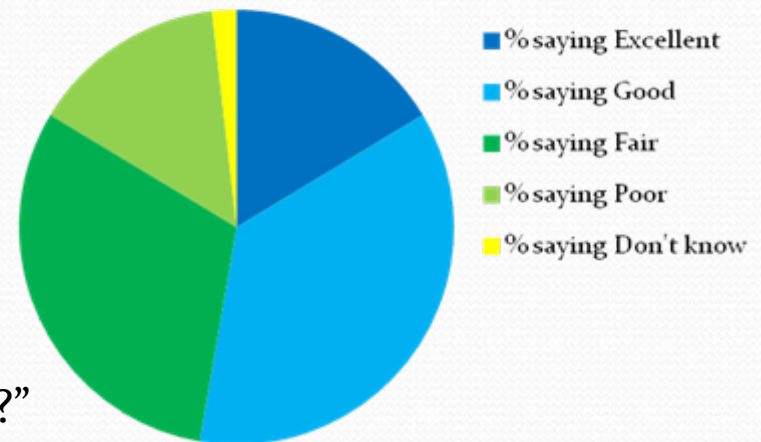
“Garbage and junk issues exist in alleyway directly behind City Hall. Also, homes on Main Street bring down overall appearance with junk being left in home yards”

“Really like the license bureau, its handy and good for town. Always things could be better but still overall good.”

“Perhaps a look to the core might be refreshing.”
 “What services?”

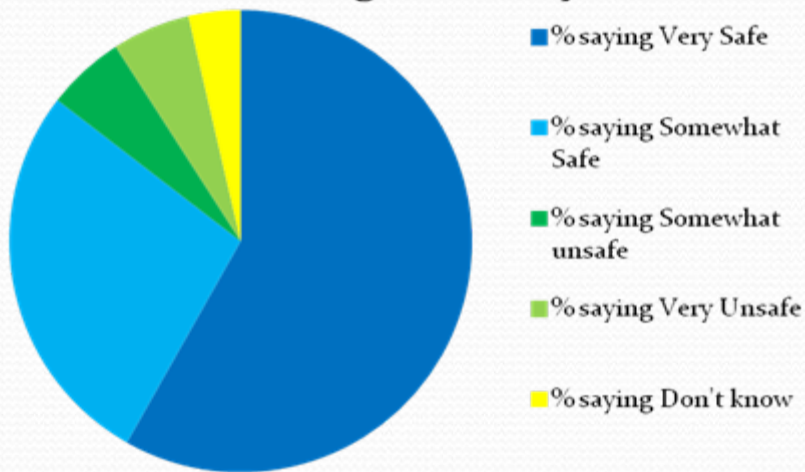


Citizen Rating of Overall Quality of Services



Police Services

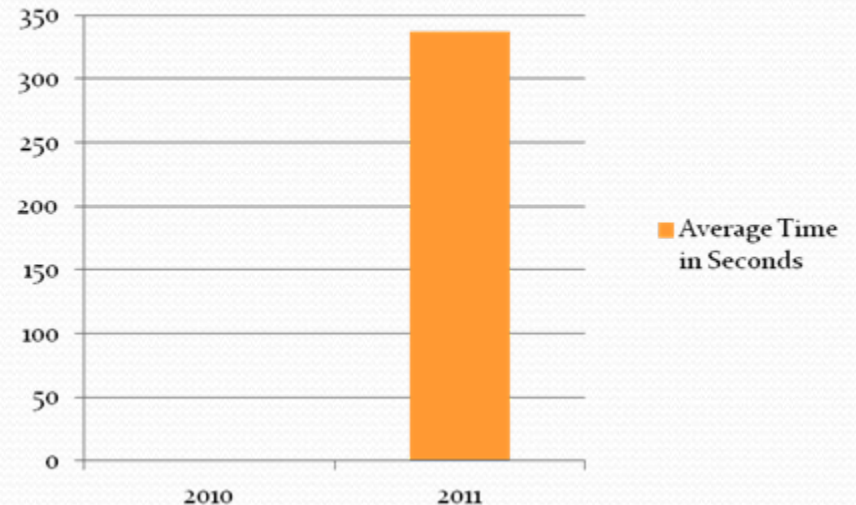
Citizen Rating of Overall Feeling of Safety



“Excellent deputy presence”

“We are still a small community where everyone knows each other and watches out for each other”

GCSO Average Response Time

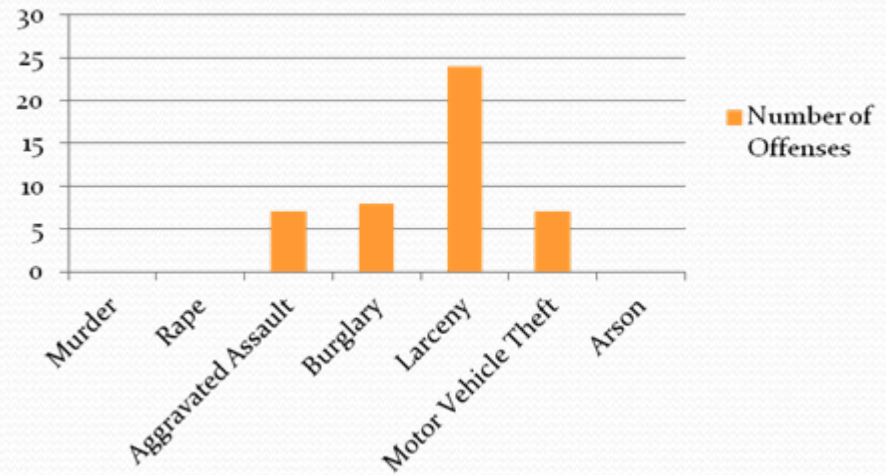


Police Services

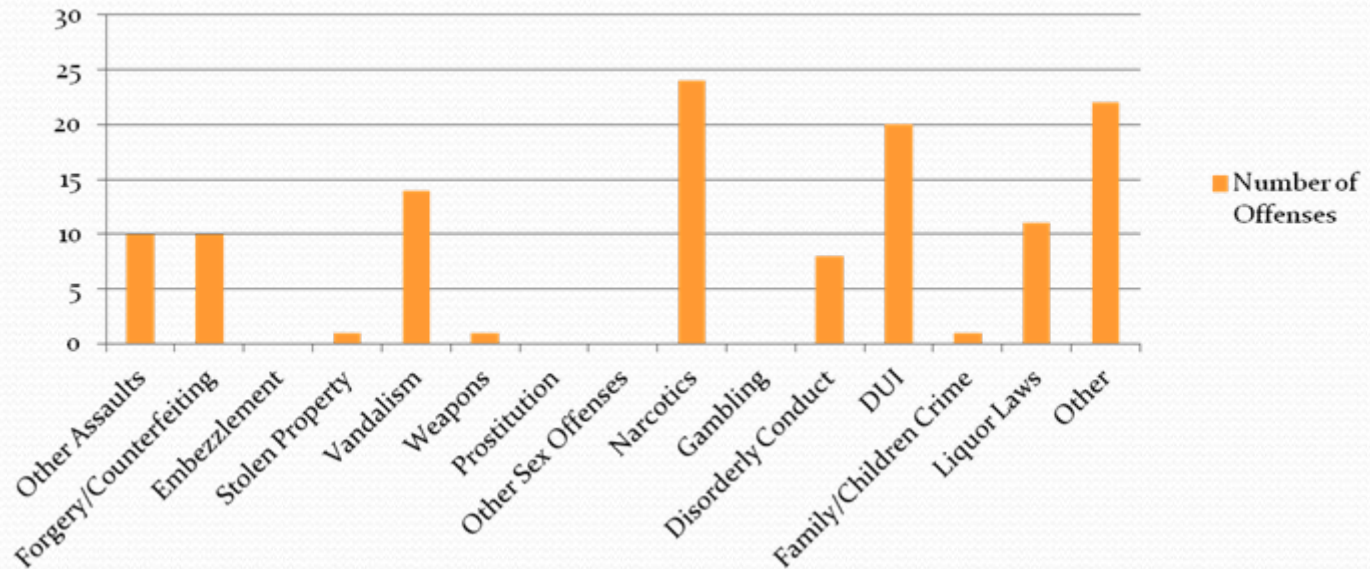
“Mostly thanks to the Goodhue Deputies.”

“Need to have officers more under the bridge because I see teens under there smoking and other things down there.”

Part I Crimes

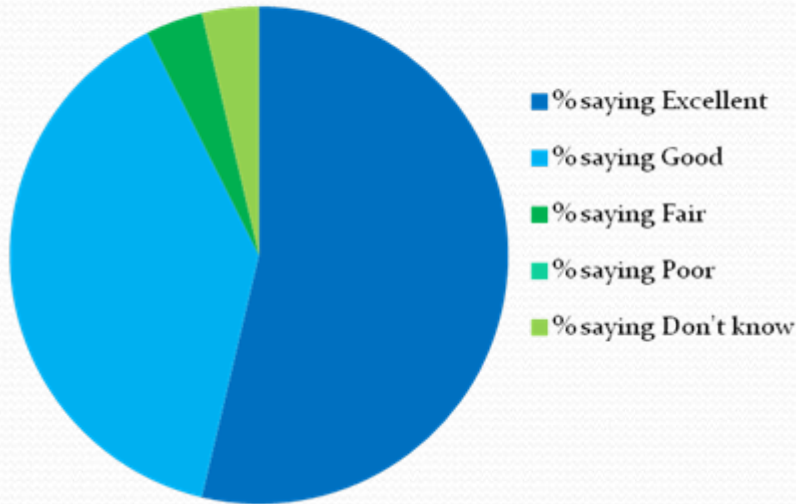


Part II Crimes



Fire and Emergency Medical Services

Citizen Rating of Fire Protection Services



“We are fortunate to have such a dedicated volunteer team.”

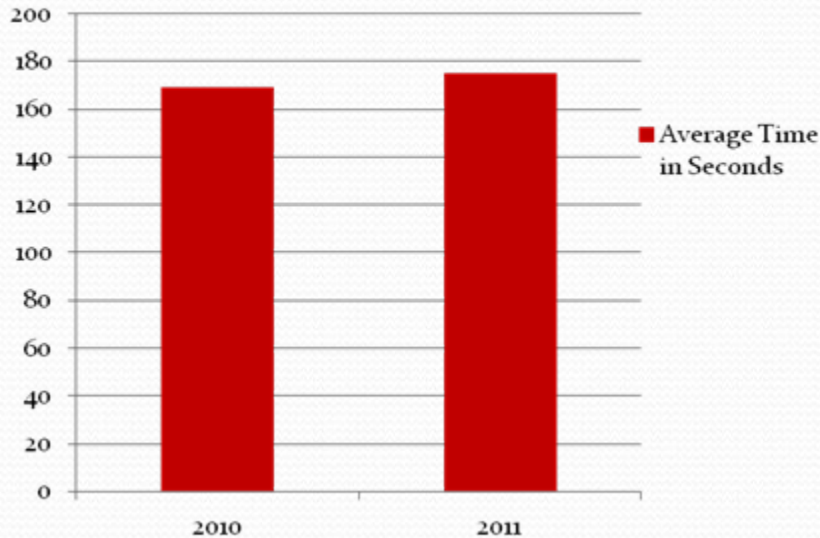
“I think those guys put in a lot of time with training to make sure that they serve the community very well”



“Our Fire Dept and First Responders are the BEST”

Fire and Emergency Medical Services

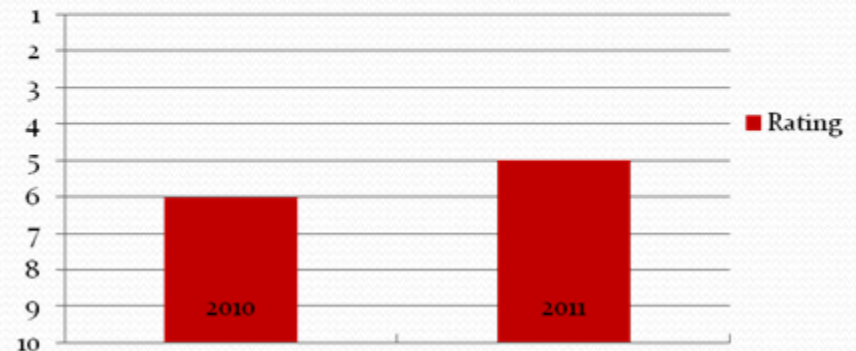
PIFD Average Response Time



“Majority of calls seem to have an excellent response time”

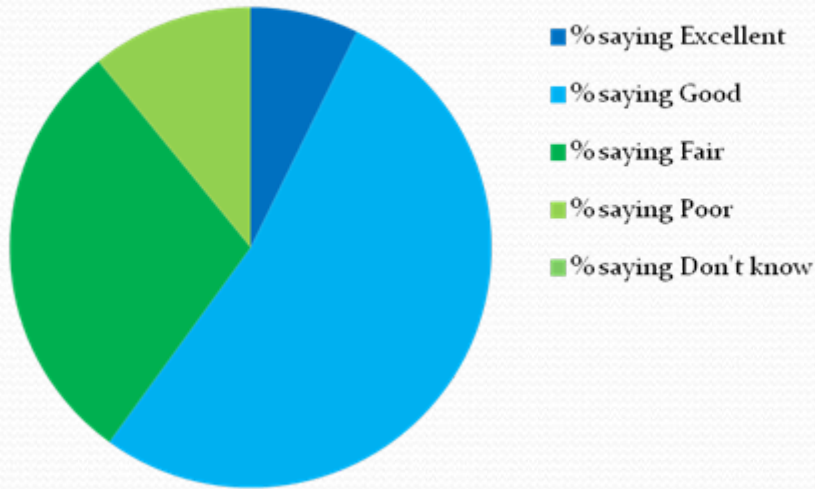
“Excellent insurance rating”

Pine Island Insurance Services Office Rating



Street Department

Citizen Rating of Condition of City Streets

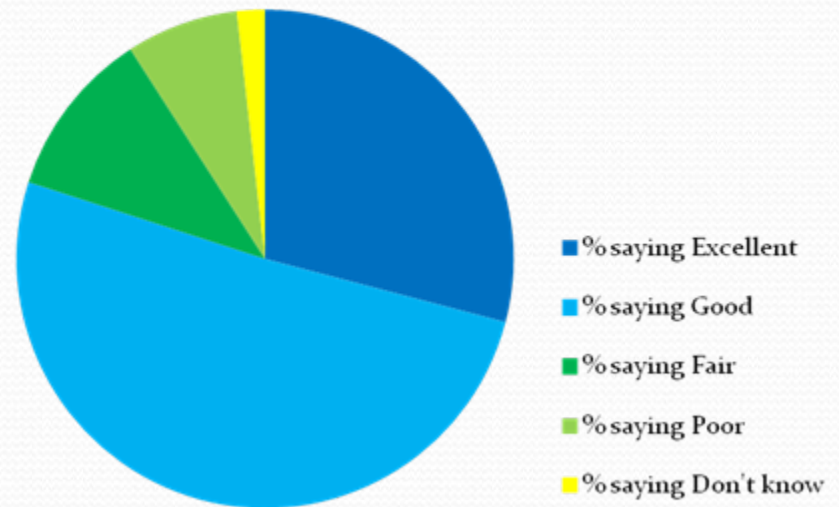


“Most streets are good, but a few really need some work.”

“Appears to be improving”

“Alleys need improvements”

Citizen Rating of Snowplowing on City Streets

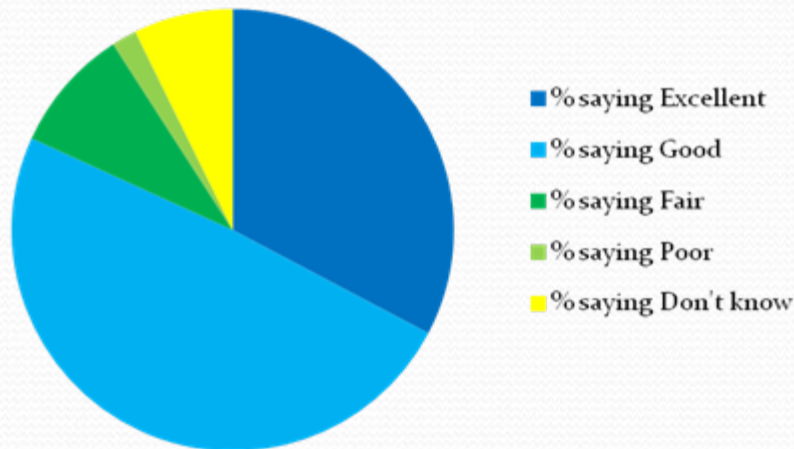


“Needs to be plowed during the day when people are out! Why can't some of the plows run all of the time – they don't all need to run only at night.”



Water Supply System

Citizen Rating of City Water Supply



“I like the extra pressure!”

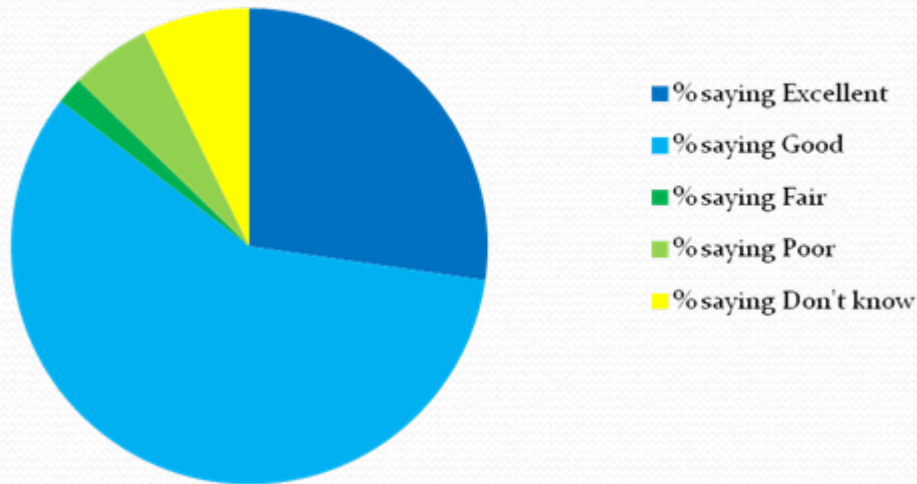
“multiple wells....good one line under Zumbro....not so good”

“Dependability appears to be good. Never heard one way of the other in regards to quality of our water. I drink water from other sources just in case.”



Sanitary Sewer System

Citizen Rating of Sanitary Sewer Services



“Sometimes the smell can be unpleasant but overall those guys do a great job and work very hard”

“I am sure we have a few problem areas under some streets but overall it is good”

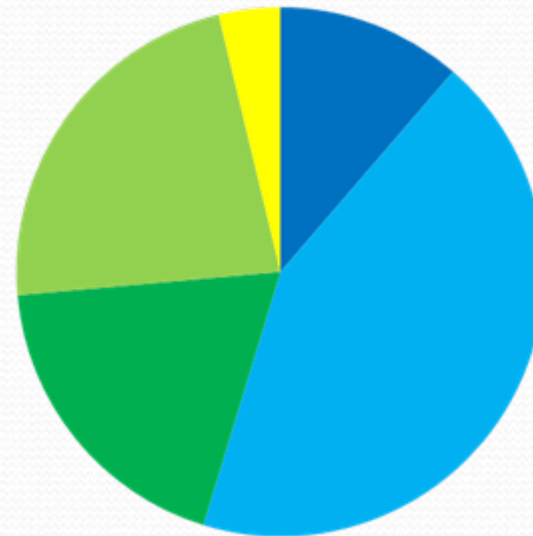
“I have never had a problem with my sewer.

“Other than the terrible smell coming into Pine Island, sewer service is good.”



Parks and Recreation Facilities

Citizen Rating of Recreation Programs and Facilities



- % saying Excellent
- % saying Good
- % saying Fair
- % saying Poor
- % saying Don't know

“Not very many parks.”

“Need a neighborhood park in bach estates and also in the GC development”

“Bathrooms are locked most of the time in the parks swimming pool needs major upgrading”

“Hoping the walking bridge gets up soon. I think the Swimming Pool is a disaster.”



Other Comments

“Work hard to make it livable by focusing on the things people want/need after a long day at work (trails, parks, recreation, restaurants).”

“Love the ladies at city hall!!”

“I think the city services provided by our outdoor personnel do a very good job for the most part.”

“The projects over the last few years have really improved our streets. I hope the city and afford to continue them.”

“Get rid of the “pots”, they create a hazard.”

“Spruce the city up- It looks like its still in the early 1900’s”

“Main street in the downtown area is a problem”

“They needs to be a park out by the golf course development. There are a lot of young Kids out there that would love it.”

“Flower pots coming into traffic on main street are ridiculous! Many negative comments from out of town guests regarding this.”

